Village Public Library
Technology Plan
July 1, 2011 – June 30, 2013

Mission Statement
The Mission of City Public Library is to provide area citizens of all ages with access to balanced collections of library materials, technology and services which will serve their educational, cultural and recreational needs. We especially recognize our responsibility to serve as a place for children to discover the joy of reading.

Plan Objectives
This plan is intended to guide technological development in the library for the next three years. It will support the minimal needs of the library's mission statement, stimulate thought and discussion about the technological needs of our community, provide structure for planning and budgeting in the next three years and meet the criteria of an approved plan through the State Library of Ohio.

Technology Strategic Plan
The technology strategy for the City Public Library is to meet these following goals and priorities as outlined in the library's technology and long range plans.
- Create a technology replacement schedule
- To expand and enhance public access through technology
- Improve, maintain and update the library website and Facebook site
- Provide ongoing training for library staff and patrons
- Develop an estimated technology plan budget for projected expenditures

Priority 1: Create a technology replacement schedule
An organized and realistic replacement plan needs to be created in order to budget correctly and to also realize the most useful life out of the equipment that is purchased. Library staff will:
1. Review current age and specifications of library computers
2. Project anticipated computing needs for the next three years
3. Create a replacement schedule plan, with cost estimates and timelines
   a. The committee suggests that this plan include purchasing two new computers every three years along with two new flat screen monitors every year
4. Have the plan approved by the Library Board of Trustees

Priority 2: To expand and enhance public access through technology
Staff will continue to encourage the use of and provide instructions for the public on using the web-based public catalog to search for materials, place holds, renew items and request interlibrary loans.

Library automation software will continue to be used to send email notices to patrons for overdue items, holds and interlibrary loan requests. Polaris is currently developing the technology to use text messages for these notifications. The library director will work with the Polaris site manager to implement this change as soon as it is available.

Scanner/Printer/Fax/Copier: the director will investigate the cost of leasing a new copier for public and staff use. Computer printing will also be considered as an added function of a new copier.

Constant Contact is utilized by the library to inform library patrons of upcoming events and activities through email. The library director will continue to monitor the effectiveness of this emailing system.

Public Computers: Software on public computers will be upgraded and maintained and new software added when appropriate.

Digital collection of local history items: the need to reorganize local history items into a digital collection is recognized and will be investigated. The director will contact BGSU about this process.

Internet and wireless service will be continued to be maintained.

Priority 3: Improve, maintain and update the library website and Facebook site
As a gateway to providing for the informational needs of its users, the Library website and Facebook site are vital resources and must be constantly maintained and improved. The website currently provides an online catalog, online databases (paid for through OPLIN) and other general library information.

Staff will update the website with new pages as needed to improve the ease of navigation for users and to add features as decided. The Facebook page should be maintained and used for promotion of library events and activities and also be current and up to date so patrons may interact with library staff. This site will be evaluated for its effectiveness and may be discontinued if deemed out of date.

Priority 4: Provide ongoing training for library staff and public
All staff members will be provided with appropriate, ongoing job related training on the Polaris system, use of the Internet, Microsoft Office, OPLIN databases and job specific technology skills.

Staff will also be provided with ongoing job-related training necessary to use miscellaneous equipment such as scanners, printers, fax machine and copiers.

Training will include workshops and classes through NORWELD and other continuing education classes.

A minimum of two staff members will be trained on job specific skills such as interlibrary loans, circulation reports and website maintenance and development.

Public training will include informal one-on-one training as staff time allows. Staff currently answer general computer questions and provide, quick informal help to patrons using the public and Polaris computers. The SEO mobile computer lab will be utilized every other year when possible to allow public computer classes on emerging technology, computer skills and internet skills.

Priority 5: To develop a technology plan budget for projected expenditures
The current budget will be maintained and expanded to include estimates for the expenditures on hardware, software, contracts, telecommunication services, copier lease costs and training for staff development. The current budget will also reflect an annual contribution from the Library's Friend Group. The Group as pledged 5% of their annual Basket Auction profit each year to the technology fund.

Anticipated and projected yearly costs:
> $15,000 Polaris Hosted Integrated Library System
> $6,000 Contingency and miscellaneous expenses
> $2,500 for technology computer support and service
> $2,000 for lease of copier/scanner/printer
> $1,500 for replacement of two computers per replacement schedule
> $700 for software upgrades and maintenance
> $500 for Sonicware Total Secure Services renewal
> $450 for flat screen monitors to replace outdated monitors
> $300 for Hayes Presidential Library Obituary Index

Current Technology Environment
The Village Public Library has a hardwired network of computers and printers including:
> 1 laptop
> 8 public internet and word processing workstations
> 6 staff workstations with printers
> 2 circulation workstations with receipt printers
> 5 public access computers for the library's catalog
> 1 printer/scanner/color copier for public and staff use
> 1 color printer networked for all staff and public workstations
> Infocus video projector for library use
> 1 copier for public use
> 1 copier for staff use

All computers have the Company Name Anti-Virus installed; use Windows XP as the operating system and have Microsoft 2007 installed.

Staff workstations are the tools used for public services functions, such as: checking out materials; cataloging materials; placing reserves and interlibrary-loans; updating library websites; answering reference questions and emails; reference database searching; and library office work.

The library's automation system is the Polaris Integrated Library System. The library became a hosted site with Polaris in 2009 which eliminated the need to have and maintain an in-house server.

Internet and wireless service is provided in the form of a T-1 line through OPLIN which also hosts our email server for staff use.

The library maintains its own website and Facebook page, and provides wireless internet access inside and outside of the building during library hours. The library's Drupal website is hosted through NORWELD, our library consortium.

Telephone service is provided through Time Warner and Cox. A new phone system was installed in 2009. There are currently two business lines installed, a fax line for both public and staff use, a phone line that is connected to a cordless phone system and one phone line in the fiscal officer's office.

The library also applies for and receives funding for telephone service through the Schools and Libraries Program of the Universal Service Fund, commonly known as E-Rate. This program is administered by the Universal Service Administrative Company (USAC) under the direction of the Federal Communications Commission (FCC), and provides discounts to assist most schools and libraries in the United States to obtain affordable telecommunications and internet access.

Evaluation

The director will oversee the implementation of the technology plan and its evaluation. The plan will be reviewed annually with the Technology Committee and its accomplishments reported to the Library Board of Trustees. Planning technology for the future will require flexibility and the ability to adapt and adjust to technical trends and changes. Since technology is constantly evolving, this plan is considered a framework that will guide but not limit the library's use of technology.